

MIS 4596

Project Charter

Cody | Anthony | Josh | Zack

Project Title	TUrr Door, Owl Loop Service	Product/Process Impacted	Operations
Start Date	March 31, 2015	Organization/Department	TUrr Doors
Target Completion Date	May 5, 2015	Champion	Virginia Arnsberger

		Description					
1. Project Description		<p>What problem is the team addressing? What problems do customers have?</p> <p>TUr Door Service is a shuttle service that transports students from the bus stop at 12th St. and Polett Walk (TU Tech Center) to their off campus residence. The service runs 7 days a week from 5:30pm to 6am and consists of 2 to 3 medium sized buses. The issues that are faced are safety concerns and low ridership.</p> <p>Temple Administration Administration wants students to use the bus at night for safety reasons. Many students currently do not know about/use the service. Making the bus more convenient will increase ridership.</p> <p>Temple Students The customers don’t know when the next bus is coming which causes long waits in the cold. Also due to the inefficiencies in route management full rides (20+) windup upwards to 45 minutes to an equivalent to a 10 to 15 minute walk.</p>					
2. Project Scope		<p>What areas are inside and/or outside the work of the team? What are the boundaries (start and end points)? What specific parts of the overall problem will you focus on?</p> <ul style="list-style-type: none">● Start: Identified need to be investigated● End: having a working prototype showing how to address an upgraded need for TUr Door service● In Scope<ul style="list-style-type: none">○ Operational processing system that use algorithms to identify best route○ User login and destination address(s) stored on server○ Metrics shared to management: average travel time during the year, number of unique riders.○ Prototype exclusively for TUr Door service drivers and students● Out of Scope<ul style="list-style-type: none">○ Data visualization of metrics is out of scope and will be developed into later versions○ Customer feedback					
1. Project Goal and Deliverables	What must the team deliver to be successful? Does the team goal link to the key performance parameters established by the sector leadership teams? What is the baseline performance? How will the goal be measured?	<ul style="list-style-type: none">● Increase ridership by 100%● Reduce rider wait time by 90%● Reduce ride time by 50%● Cut gas costs● Metrics Tracked:<ul style="list-style-type: none">○ miles driven, travel times, number of riders per shuttle, number of unique users,○ Peak hours, days, and months		Metrics (propose specific metrics for your project, e.g., cost reduction, time reduction, customer satisfaction, etc.)	Baseline	Current	Goal

				Cost: \$53685	Cost: \$10,000	Cost: \$70,,000
4. Business Results Expected		<ul style="list-style-type: none"> ● Increase student Safety/Security ● Reduce wait time ● Reduce trip length ● Improved driver management ● Reduce fuel consumption to cut costs ● Increase campus appeal 				
5. Team members		<p>Who is this team accountable to? Who is your champion? Who is on this team? What are the specific skills/roles of each team member? Who can the team turn to for expert guidance?</p> <p>Champion: Virginia Arnsberger Vice President, Service Operations - Main Campus</p> <p>Team:</p> <p>Zack Logan MIS Background market research and product development</p> <p>Anthony Ferro: MIS Background task management and quality assurance</p> <p>Josh Danehower MIS Background Business analysis and requirements gathering</p> <p>Cody Goldstein MIS Background Project management and vision</p>				
6. Support Required and risks		<p>What additional resources does the team need? What obstacles does the team see, and how can they be resolved?</p> <p>Support Required:</p> <ul style="list-style-type: none"> ● Interviews with SMEs (Drivers, Riders, Coordinators, Temple Police, Temple Security) ● Training Drivers ● Customer help <p>Obstacle:</p> <ul style="list-style-type: none"> ● Users without smart phones ● Rider and driver willingness to use ● Risk and Legal compliance of Temple University ● Policies and regulations of system for Employee use <p>Risks:</p> <ul style="list-style-type: none"> ● Security of personal information ● Employee privacy ● System failure 				
7. Customer Benefits		<p>How will this project help the customer of the organization? Could improvements have a negative impact on the customer?</p> <ul style="list-style-type: none"> ● Decreased wait time for the bus ● Shorter ride time ● More precise drop off location ● Increased Safety 				
8. Technology Architecture		<p>What are the specific tools/technologies you will be using? What is the experience of team members with these tools?</p> <p>Research tools: Google, Temple.edu, Gartner, SMEs</p> <p>Implementation tools: Lynda, Youtube, Just In Mind</p> <p>Collaboration tools: Webex/Google Hangout, Google Drive, Team website (class site)</p>				

9. Overall schedule/Work Breakdown Structure (Key milestones & dates)	Responsible individual	Output (notes, diagrams, interviews, screen prints)	Date started if in progress Or Expected Start date	Date completed or date completion is expected
Planning and analysis	Anthony	Project charter, timeline	3/31/15	4/5/15
Research and requirements gathering	Zack	Interview subject matter experts (students, driver, and management)	3/31/15	4/7/15
Development and Prototyping	Josh	Functional just in mind prototype	4/8/15	4/15/15
Configuration and Implementation	Cody	Deck and prototype	4/16/15	4/22/15
Testing	All		4/23/15	4/28/15

Charter Development Guidelines: Examples are in *italics*. You can expand the form to meet your requirements as you enter text.

Project Title: Enter the name for your project – the name should convey a sense of purpose. Should contain an action word; such as – improve, develop, implement, reduce, etc.

Reduce Cycle Time for Resolving Disability Disputes

Product/Process Impacted: What you are working on.

Disability Claim Process

Champion: The sponsor of the project.

Department Head

Organization: Where you work.

Corporate HQ – Shared Services

Start Date: This is the first day on the project.

Target Completion Date: This is depending on the negotiated time line and scope with the sponsor.

1. Project Description: Several sentences addressing: why you are undertaking this project, the magnitude of the problem, general approach to be taken and expected benefits.

The Shared Services Benefits Group receives on average 30 claim appeals per month. Many of these are resolved by providing information clarifying the process and others should have been handled locally or by directly working with the service provider. This project will improve the process currently in use so that calls/claims are resolved quicker. This will allow members of this organization to focus on more strategic issues and will improve client satisfaction and eliminate re-work.

2. Project Scope: What the boundaries are of the process that you are going to be working on.

This "Process" begins with opening of a claim dispute and ends when the disputed claim case being closed.

3. Project Goal: Describe the target(s) that you are planning to achieve. Reduce cycle time by 50%, reduce cost per computer installation by 50% etc. If you don't have a quantifiable target then you cannot claim that you have reached your goal.

Include the historical baseline information. The current value for the process will be updated as the project progresses toward your goal.

For cycle time: Baseline- 2 days, Current- 2 days, Goal- 1 day (the goal reflects the 50% reduction from baseline)

For cost: Baseline- \$1000, Current- \$800, Goal- \$500 (the goal reflects the 50% reduction from baseline)

You may have other metrics that you are working to impact; if so, substitute them for any that don't apply. You may have only one metric and will rarely have more than three.

4. Business Results: What the benefits are to your organization when this project is complete. How will this project impact your organizations "Dashboard" metrics? What will be the impact to the financial bottom line?

5. Team Members: List the dedicated team members and also any other regular contributors to the success of the project.

6. Support Required: Identify other resources that may be required, such as outside consultants etc.

7. Customer Benefits: What the benefits are to the customers of this project if the process/product is improved.

The people using the claims dispute process will get faster results and resolution of their claim. This should result in better customer satisfaction levels with the process as well as improved productivity of service operators through fewer status inquiries.

8. Technology Architecture: What are the tools you will be using (development tools, data base, etc)? How will you obtain the tools? What is the level of experience of specific team members with these tools?

9. Schedule: Enter the anticipated dates that you will complete each phase of the project; work with your champion to determine these dates.